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UNIVERSITY OF ILLINOIS-URBANA



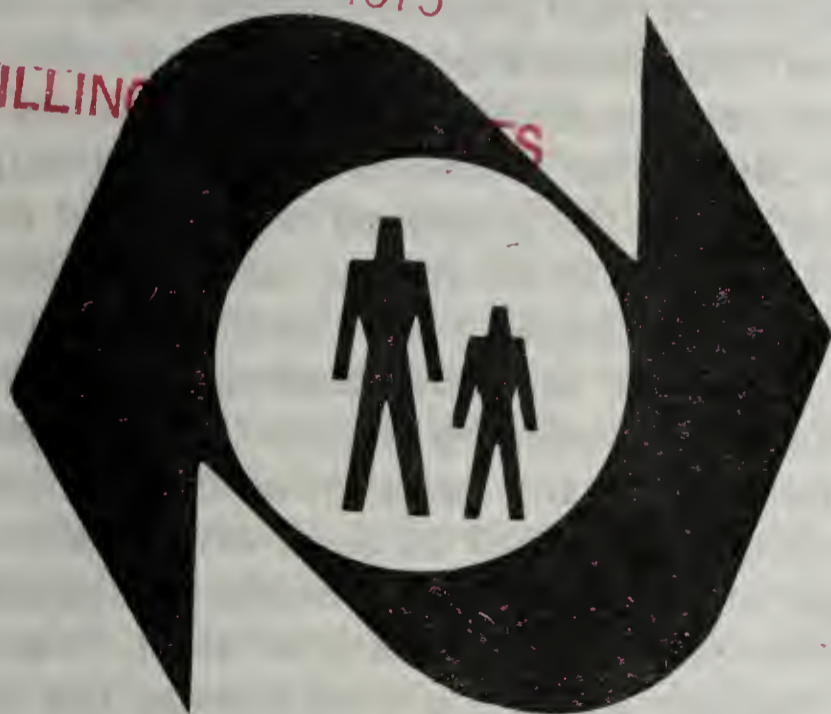
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THE RIGHT TO APPEAL AND TO RECEIVE A FAIR HEARING

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Illinois Department of Public Aid

Definitions

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1. "Department" means the Illinois Department of Public Aid.
2. "Director" means the Director of the Illinois Department of Public Aid
3. "Local Office" means the county Department of Public Aid (or the district office in Cook County).
4. "Applicant" means a person who is applying for public aid.
5. "Recipient" means a person who is, or has been, receiving public aid.
6. "Appellant" means a person who has asked for a fair hearing on an action of the local office which he believes is unfair.
7. "Fair Hearing" means an informal but orderly proceeding before a hearing officer of the Department. All applicants for and recipients of public aid have an opportunity for an impartial review of decisions made by the local office by means of a fair hearing.
8. "Representative" means a person who acts on behalf of an appellant, having been authorized by the appellant to do so.

Advance Notice. A recipient of public assistance must be given 10 days timely notice in writing before a local office acts to reduce or terminate his assistance. He may discuss with his caseworker (within the 10-day period) the reasons for the proposed change. But this is not the same as an appeal, nor does it prevent him from appealing after such a conference.

Request for Fair Hearing. Any person receiving or applying for public aid may ask for a hearing on any decision which he thinks is unfair, but he must do so in writing within 60 days after the local office notifies the appellant that an adverse action will be taken. To appeal a decision regarding food stamps, the applicant must make the appeal within 90 days after being notified of the change in benefits by a local office. Persons appealing a food stamp decision need not make the appeal in writing.

Any person receiving or applying for public aid may also ask for a hearing in writing if the local office fails to act on any specific request he makes.

Actions or inactions by the local office which may be appealed are:

- 1) the local office does not take his application or does not act on his application within 45 days (60 days for Aid to the Disabled);
- 2) his application is denied;
- 3) the check he receives is in the wrong amount;
- 4) a decision is made to reduce or terminate his grant;
- 5) he is excluded from a service program;
- 6) he objects to the manner in which his grant is paid;
- 7) the local office does not act within 30 days on any specific request he makes;
- 8) any other actions or inactions of the local office which he feels are unfair.

Food stamp applicants and recipients have the same rights to a fair hearing on action or inactions made which affect their participation in the Food Stamp Program.

Notice of Appeal. An applicant or recipient may make an appeal in writing to the local office or to the Illinois Department of Public Aid. The local office will provide a "Notice of Appeal" (DPA 103) which he may use in making his appeal. Food stamp appeals need not be in writing.

If the local office determines that the appellant has appealed a proposed reduction in or termination of an assistance grant and the recipient has appealed the proposed change within the 10-day timely notice period, assistance is continued unchanged during the hearing process.

Food stamp applicants appealing a change may choose to have their assistance continued while their appeal is in progress. If the hearing finds the food stamp recipient to be in the wrong, the Department is authorized to collect the food stamps which were provided during the hearing process.

Case Review by the County. When a request for a hearing is made, the local office will review the action being appealed. If the

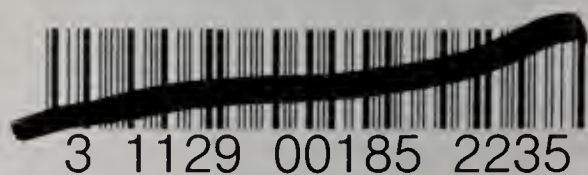
changed decision is satisfactory to the appellant, the local office may then request that a form, "Request to Withdraw Appeal" (DPA 65) be signed. Only the person who appealed or his representative can withdraw a request for a hearing. He can withdraw his appeal at any time before or during the hearing.

If the decision remains unchanged or the changed decision is unsatisfactory and the appeal is not withdrawn, a hearing officer of the State Department of Public Aid schedules a hearing and notifies the appellant by mail of the date of the hearing. This notice is usually sent at least seven days before the date of the hearing. When a hearing has been scheduled, the local office prepares a "Statement of Facts" -- (DPA 102) -- the facts upon which the local office made its decision -- and will provide the appellant with a copy prior to the hearing.

Fair Hearings. Hearings are held in the county where the applicant or recipient lives. Unless circumstances make it necessary to hold a hearing elsewhere, they are held in the local office.

The person appealing a local office decision should take to the hearing any records and receipts or papers which might help him prove his claim (written proof of living expenses, income, medical bills, tax receipts, savings, or bank account books, etc.). He or his representative will have the opportunity before and during the hearing to examine all portions of the case record and any other documents which the local office plans to introduce as evidence in the hearing. In addition, he and/or his representative may have the right to request copies of any item in his case file, at a reasonable time prior to and at his hearing. The charge for such copies is 10 cents per sheet.

The hearing is held without cost to the appellant. The local office will provide for payment of unusual expenses (transportation, child care) that might prevent an appellant's attendance at his hearing. Legal fees are not paid by the Department.



The Department, at its option, may hold group hearings when each in a series of individual appeals has a common complaint and the only issue in question is one of policy. An individual who is made part of a group hearing may withdraw from the group and present his appeal individually.

Attendance at Hearings. Hearings are not open to the public. To keep the information confidential, the only persons who will be at the hearing are those directly concerned -- the person making the appeal; his lawyer and any other persons he may need to help present the case; the member of the county staff directly responsible for the action for appeal; and the necessary witnesses for the local office. Witnesses at the hearing are examined under oath.

At the Hearing. The person appealing a local office action is encouraged to tell his story in his own way. Hearing proceedings are recorded by a stenographer or tape recorder. No copy of such record will be furnished to any person unless the appeal goes on to court.

Depositions Permitted. When the appellant is outside the state or is unable to attend a hearing for physical or mental reasons, the Department may accept written information from the appellant and his witnesses, or permit witnesses acting on his behalf to present evidence in support of his claim.

Hearing Officer's Report. At the conclusion of the hearing, the hearing officer prepares written findings of fact and the Director of the Department of Public Aid issues a final administrative decision which either upholds, reverses, or modifies the local office action which was appealed.

The appellant will receive a copy of the decision, as approved by the Director, as well as a letter notifying him of his right to judicial review of the decision. In food stamp cases where the decision favors the appellant, the decision must be issued in 60 days (minus delays caused by the appellant). Food stamps must be issued ten days after the local public aid office receives the decision. In appeals for

assistance other than food stamps, decisions must be implemented within 90 days (minus delays caused by the appellant).

Postponed Hearings and Rescheduled Hearings. At the request of the appellant, a hearing may be postponed for a short period of time. When it is necessary to get more information, the hearing may be continued until a later date.

When an appellant, whose assistance has been continued unchanged as a result of his request for a hearing, does not appear at a scheduled hearing and fails to advise the hearing officer of his inability to attend, the local office may proceed with the proposed change in his grant.

If an appellant does not appear at a scheduled hearing and fails to request a postponement, the appeal will be considered abandoned. The appellant will be given written notice of this, but may continue his appeal if within 10 days of the notice he provides the Department with good cause, in writing, for his failure to appear.

The Official Report. The official report of the hearing consists of the documents filed in the case, along with the facts and the decision. At any time after the hearing decision, the appellant or his lawyer may review the official report in the local office.



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